

CSS.CUSTOMER SERVICE SUPERVISOR Share

Description

Exhibit(14)
CSS Description

POSITION TITLE: CSS - Customer Service Supervisor

Responsible for the supervision, direction and monitoring of personnel to ensure our customers are receiving the best possible service.

- Responsible to ensure personnel comply with established rules and regulations.
- Plan and coordinate operational activities and communicate with other station personnel, other departments and vendors as required.
- Responsible to ensure the protection and security of customers and company property at all times.
- Ensure quality service is provided in all areas of responsibility including facilities, customer handling, equipment and appearance of personnel.
- Responsible for maintaining station records, completing reports and any other administrative support required by Station Management

Qualifications

- High school diploma or GED.
- Three years of experience in an airport and /or customer service environment.
- Internal employees may not be on an attendance level.
- Must have at least an average rating on the most recent performance evaluation.
- Must remain in the position of one year.
- May not be on a disciplinary level.

US Airways is an Equal Opportunity Employer/Minorities/Females/Disabled/Veterans

U·S AIRWAYS

Department:

Location:

US-NH-Manchester

Posted Date:

3/3/2015 00:00:00

Expiration Date:

Until filled

Requisition ID:

244123

Work Schedule

Full-Time

[Apply Now](#)

(Logout) (Menu) (Mail (35))

workbrain

Inbox My Forms

SHEIDA HUKMAN

FROM U086411

DATE Jun 13, 3:17 PM

To U048688,U011601,U055170,U050967,U099975,U01051

CC

SUBJECT PHL OPEN CSS POSITIONS AVAILABLE

TO ALL PASSENGER SERVICE EMPLOYEES:

WE CURRENTLY HAVE OPEN CSS POSITIONS AVAILABLE THAT WILL BE EFFECTIVE JULY 30, 2012. THE TIMELINE FOR SUBMITTING PAPERWORK FOR THIS POSITION IS LISTED BELOW. PLEASE COME TO STATION MOVEMENT TO OBTAIN A CSS PANEL REQUEST PACKET. A STATION SUPPORT REPRESENTATIVE WILL BE AVAILABLE FOR ANY QUESTIONS

DEADLINE FOR SUBMITTING CSS PANEL PACKET PAPERWORK - FRIDAY JUNE 22ND AT 5PM

INTERVIEWS WILL BE CONDUCTED THE WEEK OF JULY 2ND AT PHL AIRPORT
THE POSITION WILL BE EFFECTIVE MONDAY, JULY 30TH.

Exhibit (15)
CSS Open Position

(DELETE)

(FORWARD)

(REPLY)

(Close)

WEDNESDAY JULY 25, 2012

first	RITA GRAY	0430--1000	last
flight	AGENT NAME	WORK HOURS	fight
3279	RICK MALONE	0600--1430---1	3184
1885	IVANKA HRYCKOWIAN	0430--1000---2	
1612	TIANA CAMPBELL	0530--1030---3	
1289	ALBERTO POBLANO	0600--1430---4	3377

first	KEVIN BAILEY	0430--1300	last
flight	AGENT NAME	WORK HOURS	fight
1112	T FULTON (also 1731)	0600--1430---17	970
1612	TONI STEVENSON	0600--1430---18	1634
255	CAROL LAWRENCE	0530--1030---20	
657	CAROLYN DOWNS	0600--1430---22	1827

first	EDWARD KLEIN	0530--1400	last
flight	AGENT NAME	WORK HOURS	fight
153	JACKIE BUTTERLY	0600--1430---5	3287
3279	SHARON LINDSAY	0600--1430---6	3123
407	B MILLWOOD (also 1273)	0600--1430---7	1827
1881	S RANDALL (also 1839)	0600--1430---8	3189

first	AUDREY PINKERTON	0530--1400	last
flight	AGENT NAME	WORK HOURS	fight
3362	ANNIE CASE	0600--1430---19	970
1267	DENNY DOMBROSKI	0600--1430---21	1634
1112	DAVE CLARK	0600--1430---24	1994
657	C MASSARO (also 1020)	0600--1430---26	1028

first	WALLY BOHL	0530--1400	last
flight	AGENT NAME	WORK HOURS	fight
1267	N GRAY (also 1241)	0600--1430---9	953
3411	MACYRIL BARABONA	0600--1430--10	3380
???	GARY BURKLE	0600--1430--11	953
3411	DANA POHL	0600--1430--13	1183

first	MURPHY LOWMAN (OT)	0530--1400	last
flight	AGENT NAME	WORK HOURS	fight
987	C KOSLOSKY / M PARK	0600--1430---23	1405
435	DON GRAY	0600--1430---28	1028
435	K CAMPBELL (also 1797)	0600--1430---30	1197
407	RON MARTIN	0600--1430---31	3185

first	SANDRA LEAMAN	0700--1530	last
flight	AGENT NAME	WORK HOURS	fight
1289	BETH HALTER	0600--1430---14	3325
991	ERIC HAYES	0530--1030---15	
991	DIANNA LEMMON	0530--1030---16	

first	SHEIDA HUKMAN	0700--1530	last
flight	AGENT NAME	WORK HOURS	fight
153	KTRN WILKERSON (OT)	0600--1430---25	3159
255	T KING (also 977)	0600--1430---27	1405
153	DEBORAH MILWARD	0530--1030---29	

AGENT NAME		0430--1000	
			F
F	MAUREEN PARK	1420-1885-1716	O
L	ALBERT MELNICK	1812-3362-1991	L
I	LATOYA GARNER	657--1153	L
G	DEBORAH PACE	435--3341	O
H	TRACEY HALL-JONES	987--1023	W
T			E
			R

AGENT NAME		0530--1030	
			F
F	MARIA KELKENBERG	1593-987-1937	O
L	MICHELLE MCHUGH	1593-991-1151	L
I	MAUREEN RACHKO	1593-407-1419	L
G	TIANA THOMPSON	1633-1881-1161	O
H	TIANA THOMPSON		2 W
T			59 E
			R

Exhibit (16) P(1)
 FAA Complaint (Violation)
 Ms. hukman was a CSS

**PHL STATION
EMPLOYEE STATEMENT**

Date of Incident: July 25 12 Witnesses: _____

Flight number: _____
 Gate: Zone-8.

Details of Incident/Situation:

There was various weight restricted flight in my zone and during the week the agents claiming that the crew the jumpseaters flight attendant & pilots doesn't count. When we get a weight restriction CLP informs us 150 passengers including all riders means jumpseaters. Please advise the agents about weight restrictions policy.

Also some of the agents they list the ~~also~~ Adults as a child when child count is needed on weight restricted flight. We need the policy on weight restriction.

Thank you.

Exhibit (16) P(2)

FAA Complaint (Violation)
 Ms. Hukman was a CSS

Sheida Hukman
 Employee Name (please print)
Sheida Hukman
 Signature

2131238
 Employee #
July 25 2012
 Date

THURSDAY NOVEMBER 15, 2012

first	JOHNNY FISCHMANN	0430--1300	last
flight	AGENT NAME	WORK HOURS	fight
3239	SZEMAN CHAN	0600--1430---1	1094
3147	KATHY HALLY	0600--1430---2	1463
1881	N GRAY (also 1839)	0600--1430---3	1847
1633	DONALD FULKERSIN	0430--1000---4	

first	SHEIDA HUKMAN (OT)	0630--1330	last
flight	AGENT NAME	WORK HOURS	fight
1612	IRENE MORRIS	0600--1400---17	3123
82	ANA SERNA (OT)	0600--1430---18	1994
1112	SULAIN SHADBOLT	0600--1430---20	1994
1267	MARTIN HOWLETT	0600--1430---22	1827

first	TERI WILLIAMS	0530--1400	last
flight	AGENT NAME	WORK HOURS	fight
3365	TRACEY HALL-JONES	0430--1000---5	
1881	E TREMPER (also 3137)	0600--1430---6	1094
657	BRUCE DARLING	0600--1430---7	3218
1885	COLLEEN KOSLOSKY	0600--1430---8	3267

first	MELODY COUNCIL	0530--1330	last
flight	AGENT NAME	WORK HOURS	fight
1267	MICHAEL VALDEZ	0600--1430---19	1634
1112	RACHEL GREGITIS	0600--1430---21	3185
434	CINDY MASSARO	0600--1430---24	1183
82	RONALD MARTIN	0600--1430---26	3263

first	WALLY BOHL	0530--1400	last
flight	AGENT NAME	WORK HOURS	fight
657	MARK STEPHAN	0600--1430---9	1197
987	STEVE RANDALL	0600--1430--10	3274
987	D POHL (also 3105)	0600--1430--11	1197
1199	CHARLENE MOORE	0600--1430--13	1405

first	RAQUEL MORRELL (OT)	0530--1400	last
flight	AGENT NAME	WORK HOURS	fight
987	BILL ROHRER	0600--1430---23	953
	CODYANN RICHARDS (OT)	0700--1430---28	1028
434	T STEVENSON (also 981)	0600--1430---30	3287
407	LAKEIFA RANDALL	0430--1000---31	

first	TYRA LYNCH	0700--1530	last
flight	AGENT NAME	WORK HOURS	fight
1289	KELLY CAMPBELL	0600--1430---14	3207
1612	FARID BADRI	0530--1200---15	
1289	IVANKA HRYCKOWIAN	0430--1000---16	

first	VALERIE FLORES	0700--1530	last
flight	AGENT NAME	WORK HOURS	fight
153	ROSE RAIKES (OT)	0430--1400---25	970
481	K ROBINSON (also 1839)	0600--1430---27	1028
407	D WEIR (also 1241)	0600--1430---29	953

AGENT NAME		0430--1000	
F	ERIC HAYES	1593-481-1991	O
L	ALBERTO POBLANO	1716-1239-1827	L
I	TOM KING	1821-1804-1463	L
G	KIONA GIBBS	1424-1776-1634	O
H	MONICA THOMAS	1199-1189-1405	W
T			E
			R

AGENT NAME		0530--1200	
F	MICHELLE MCHUGH	1633-1157-1797	F
F	TONI-ANN GARRICK	253-1151-1273	O
I	MATTHEW BARD	253-1555-1797	L
		419-1585	L
		161-1731	O
		189-1467	W
		67-1731	E
			R

Exhibit (17)
Ms. hukman worked overtime
as a csa got paid as a csa

D-0 Time Line

Page 1 of 3

D-0 Time LineExhibit(18) P(1)
On time Performance timeline

April 14, 2010

Overview

A- 5 (*Arrival within 5 mins.*)
 A-0 (*At Arrival*)
 D-45/D-60 (*International*)
 (*45/60 mins. prior to Departure*)
 10 Mins. prior to Boarding
 5 Mins. prior to Boarding
 Boarding Times

At Boarding
 D-20 (*Departure in 20 mins.*)
 D-15 (*Departure in 15 mins.*)
 D-10 (*Departure in 10 mins.*)
 D-6 (*Departure in 6 mins.*)
 D-5 (*Departure in 5 mins.*)
 D-4 (*Departure in 4 mins.*)

Duties

The following is the ON TIME Performance timeline/Sequence of Events:

A-5 (Arrival within 5 mins.)

- Verify Flifo for flight arrival status and compute minimum object ground time.
- Pre-Plan for inbound customers requiring assistance.
- Pre-Position Passenger Boarding Bridge for specific aircraft type.
- Stand in Passenger Boarding Bridge and wait until aircraft arrives.

A-0 (At Arrival)

- Safely drive Passenger Boarding Bridge to aircraft, activate the auto-leveler and extend the overhead canopy to its fullest position.
- Knock on the door and look for thumbs-up hand signal from the F/A.
- Deliver security checklist (*If applicable*).
- Collect International documentation (*If applicable*).
- Communicate with F/A the arrangements for passengers requiring assistance.

D-45 / D-60 (International) (45 / 60 mins. prior to Departure)

- Sine-in and Open flight
- Check Flifo and monitor inbound connections.
- Check outbound connects.
- Check PBTs and Plan totals (*If needed - Solicit Volunteers*)
- Print Flight Release paperwork and verify Crew.
- Print "THRU" list and verify which "THRU" remained on board aircraft.
- Print Preliminary F/A paperwork and complete F/A Pre-Board Brief (*or on arrival of crew at the aircraft*)
- Display and work the ETOS (E-Tickets Out of Sync) list.
- Display UNAP list on International flights.
- If Revenue passenger plus Non-Rev count is less than aircraft capacity, start to clear standbys.
- Make International Document Check announcement (*If applicable*).

Exhibit(18) P(2)
On time performance timeline

10 Mins. prior to Boarding

- Make Meal Service Announcement *(If applicable)*.
- Make Carry-On Baggage Announcement
- Visually scan the gate area looking for items that should be tagged with a Gate Valet or Gate Check tag.

5 Mins. prior to Boarding

- Make Pre-Board Announcement
- Pre-stage passengers needing assistance or early boarding.

Boarding Times

Flights Operated by BOS/CLT/DCA/PHL based Crews (#700-2199)

- Domestic Departures (Including Canada & Bahamas)
 - E190/A319/A320/B737 = 30 mins. prior to scheduled departure
 - A321/A330/B757/B767 = 35 mins. prior to scheduled departure
- International Departures (Including Hawaii)
 - All aircraft types = 45 mins. prior to scheduled departure

Flights Operated by PHX based Crews (#1-699)

- Domestic Departures (Including Canada & Mexico)
 - A319/A320/B737 when PBTs are less than capacity = 30 mins. prior to scheduled departure
 - A319/A320/B737 when PBT is at capacity or higher = 35 mins. prior to scheduled departure
 - B757/A321 = 35 mins. prior to scheduled departure
- International Departure (Including Hawaii)
 - All aircraft types = 45 mins. prior to scheduled departure

At Boarding

- Begin Pre-Boarding
- Ensure compliance with Carry-On baggage
- Begin reconciling (PRSing) flight
- Board First Class/Envoy
- Start General boarding by zones
- Collect I-94 forms for Non-U.S. citizens and return to CBP within 24 hrs. *(If applicable)*.

D-20 (Departure in 20 mins.)

- Restrict flight

D-0 Time Line

Page 3 of 3

- Check inbound connects (If applicable).
- Release Held seats
- Clear standbys, jump-seats and oversells (If applicable).
- Check UNAP on International flights

D-15 (Departure in 15 mins.)

- Final Boarding Announcement
- Process Oversells (If applicable)
- Print F/A Final Report
- Verify the close-out count is within +/- 9 of plan count (Including THRU's); if not call CLP to change plan count
- Communicate to Ramp personnel standby tag numbers that may be loaded for weight restricted and international flights. Also provide the UNREC list for International Positive Bag Match

Exhibit (18) P(3)
On time Performance timeline

D-10 (Departure in 10 mins.)

- Close Passenger Boarding Bridge entry door (unless advised to hold for connections)
- Give Final Report to F/A and advise that all passengers have been boarded
- Verify Captain has received a fuel slip
- Verify Captain has received a Dangerous Goods Notification (If applicable) and retain in station 90 day file
- Advise Captain final passenger count and infants onboard
- Verify no GSI (Ground Security Incident)
- Ask Captain "Are you ready to depart?"
- Verify with F/A that all baggage is stowed and overhead bins are closed and emergency exit row briefing has been completed

D-6 (Departure in 6 mins.)

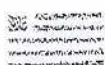
- Verify Passenger Boarding Bridge bags are retrieved
- Prepare to assist F/A in closing aircraft door

D-5 (Departure in 5 mins.)

- Close all doors

D-4 (Departure in 4 mins.)

- Remove Passenger Boarding Bridge from aircraft
- Send final passenger count to CLP



U.S. AIRWAYS

Employee Contact Report

Employee Name: Sheida HukmanDate: 11/29/2012Employee ID: 171597Manager: Eric Staples

Check one	Attendance	Check one	Performance
	Coaching Discussion		Verbal Coaching Discussion
	Level 1	X	Level 1
	Level 2		Level 2
	Level 3		Level 3

Purpose:

On Thursday, 15 November, you were the acting CSS assigned to Unit 4. At approximately 1305, you went to gate C17 to assist the Agent working Republic flight 3123 to PIT. During the process of clearing the Stand-by List, you awarded an available seat to a Mainline employee traveling on an SA1 vacation pass. In doing so, you bypassed a Republic Flight Attendant, an SA5 boarding priority, who recognized the mistake and made herself known to you, advising that she was supposed to have been boarded ahead of the Mainline SA1.

Company policy stipulates that, in this scenario, the priority for boarding goes to the Republic Flight Attendant, since the employee is traveling on his or her own company-operated aircraft. (See next page, under "NOTES")

Additionally, during this incident you engaged in a verbal altercation with the Pilot-in-Command when he attempted to advise you of the boarding-priority error. By your own admission, you were argumentative and refused to remove the SA1 and award the seat to the Republic Flight Attendant. The conduct you displayed, both in your initial interaction with the pilot and in the subsequent verbal dispute, represents behavior that is unprofessional and exhibits lack of sound judgment.

You are being placed on a Level 1 for failing to follow company policy and procedure and for unprofessional conduct in the presence of passengers and other employees.

Exhibit(19) P(1)
employee contact report
(not signed by Ms. Hukman)

Employee Responsibilities:**Boarding Priorities Non-Revenue and Baggage Fees**

November 28, 2011

Gates

SA1P	SA2P	SA3P	SA4P	SA5P
------	------	------	------	------

The following describes the space available boarding priorities.

- Unaccompanied family members of retired employees.
- US Express non-wholly owned active or retired employees flying on a US mainline flight.
- Guest pass rider accompanied by the US Express non-wholly owned active employee
- Unaccompanied family members of employees on leave/furlough.
- [Click here](#) for current baggage fees

Boarding Method: Boarding by date of hire (year/month/day), then check-in time.

NOTES:

1. Non Wholly Owned Express employees and accompanying family members traveling on their own company -operated aircraft will be boarded first (before SA1P), prior to any mainline or other Express employee and family , regardless of boarding priority level.
 - o *Example: A Republic employee traveling on a Republic -operated aircraft will be boarded before any US Airways mainline or any other Express company employees.*

Employee Responsibilities:**11.1 UNIFORM AND APPEARANCE GUIDELINES**
04-01-11

As a uniformed front-line US Airways employee, you have the power to affect our customers' impressions of US Airways. You create a deep and lasting impression on our customers. Your behavior, appearance, and professionalism send clear messages to our customers about how you feel about yourself, your responsibilities, and your company. Your appearance projects the standards of excellence that US Airways Customer Service Representatives set as an employee group and as an airline. In turn, our customers form impressions about the company from you -- impressions of reliability, consistency, and proficiency. Any questions regarding this chapter should be directed to Customer Service Policies and Procedures via the Ask Customer Services feedback venues or your Manager.

C. Behavior

The US Airways image must not only be clearly reflected in your appearance but also in what you say and do. Research shows that customers want uniformed employees to be truly engaged with them, to look at them, and to talk to them. Even actions that may seem insignificant can shape an opinion. Your actions and behavior must reflect the highest standards of professionalism.

- Consider your behavior in terms of how others might see it. Avoid small talk, disputes, personal opinions, reproaches, controversial discussions and company business conversations in person and/or on cell phones in or around public areas.
- Avoid loud conversations of any kind. Be aware that customers could misinterpret what you are saying.

Exhibit (19) P(2)
Employee Contact report
not signed by Ms. hukman

13
Exhibit-8-

Manager Assistance:

If you need assistance understanding your responsibilities, please do not hesitate to contact your Supervisor & Manager for assistance. Also, please be aware that the Employee Assistance Program (EAP) is available for all US Airways employees and they can be reached at (800) 363-7190 or www.liveandworkwell.com

Employee comments: (attach additional pages if necessary)

Meeting Participants:

Refused to sign.
Employee Signature

12/02/2012
Date

[Signature]
Manager Signature

12/02/2012
Date

[Signature]
Manager Signature

12/02/2012
Date

Nicole Blanchard
Witness Signature

12/02/2012
Date

Manager's Comments:

cc: Employee Personnel File
Union Representative

Exhibit (19) P(3)
employee contact report
not signed by Ms. hukman

Exhibit (20)

CSA grievance on Nov 15, 2012 incident.

OFFICIAL PASSENGER SERVICE GRIEVANCE FORM

WG0012-01

YEAR: 2012

EMPLOYEE NAME Sheida Huckman	EMPLOYEE NO. 171597	CLASSIFICATION CSA	LOCATION PHL
---------------------------------	------------------------	-----------------------	-----------------

STATEMENT OF GRIEVANCE: DATE GRIEVANCE EVENT OCCURRED

12/2/12

DATE FILED

12/7/12

DATE RECEIVED BY MGMT

12-7-2012

MANAGER'S NAME

Jeff Coleburn

On 12/2/12 Sheida was placed on an Performance ECR by Senior Customer Service Manager Eric Staples for failing to comply with the Republic Non Rev aircraft policy. As per Article 3:H of our CBA and any other applicable articles we feel that Sheida has been unjustly disciplined. As per Article 25:C we would like to meet to discuss this issue. As a remedy we would like this ECR removed from Sheida's file and she be made whole in every way.

I authorize the Airline Passenger Service Employee Association IBT + CWA to examine my employee files relevant to this grievance.

SIGNATURE (EMPLOYEE):

Sheida Huckman

STEWARD (PRINT):

Walter H Garrett Jr

STEP ONE DECISION:

DATE ISSUED BY MGMT

DATE RECEIVED BY APSEA

SIGNATURE (MGMT REPRESENTATIVE):

SIGNATURE (APSEA REPRESENTATIVE):

 STEP ONE: APPEALED ☐
 ACCEPTED ☐

DATE FILED BY APSEA

DATE RECEIVED BY MGMT

STEP TWO DECISION:

DATE ISSUED BY MGMT

DATE RECEIVED BY APSEA

SIGNATURE (MGMT REPRESENTATIVE):

SIGNATURE (APSEA REPRESENTATIVE):

 STEP TWO: APPEALED ☐
 ACCEPTED ☐

DATE FILED BY APSEA

DATE RECEIVED BY MGMT

STEP THREE DECISION:

DATE ISSUED BY MGMT

DATE RECEIVED BY APSEA

SIGNATURE (MGMT REPRESENTATIVE):

SIGNATURE (APSEA REPRESENTATIVE):

AT EACH STEP PROVIDE A COPY TO MANAGEMENT, THE GRIEVANT, AND TO APSEA.



overtime room awarded me an overtime
 Sam (Supervisor) refused that I work at the TKT Counter
 Eric Staples was at the TKT Counter.
Preliminary

November 26, 2012

Monday

POSITION	AGENTS		BREAKS	SHIFT	CHECK-IN
KIOSK 3-4	Roper/Deb	KIOSK ASSIST	1130/1330/1530	1000/1830	
KIOSK 5-6	Powers/Jennifer		1200/1400/1600	1000/2030	
KIOSK 7-8	Saxena/Yolanda		1430/1630/1830	1200/2030	
KIOSK 9-10	Lomax/Danielle		1445/1645/1845	1200/2030	
KIOSK 11-12	Brown/Kim	Open Time bid @ 1100	1300/1500/1700	1000/1830	
KIOSK 13-14	Smith/Harris/A		1700/1900/2030	1415/2245	
KIOSK 15-16	Hukman/Sheida		1730/1930/2045	1415/2245	
POSITION	AGENTS	MILITARY/GROUP	BREAKS	SHIFT	CHECK-IN
KIOSK 21-22	Hill/Donna	KIOSK ASSIST	1145/1345/1545	1000/1830	
KIOSK 23-24	Spencer/Joanna		1215/1415/1615	1000/1830	
KIOSK 25-26	Lopez/Mary		1245/1445/1645	1200/2030	
POSITIONS 27-28		SPEC. ASSIST/Kiosk	1230/1430/1630	1000/1830	
POSITIONS 27-28	Baynham/Stella	SPEC. ASSIST/TKT	1200/1400/1600	1000/1830	
TKT 33	Braxton/Basile	Braxton Till 1530	1130/1330/1530	1000/1830	
TKT 34					
TKT 35	Brantley/Kalilah		1330/1530/1730	1200/2030	
TKT 36	Dean/sharoon		1700/1900/2030	1415/2245	
TKT 37			1230/1430/1630	1000/1830	
TKT 38	White Jr/Robert	RESOLUTIONIST/CASH	1730/1930/2045	1415/2245	
TKT 41-44		CORPORATE/KIOSK			
F/C KIOSK 59-62	Fishetti/Helen	KIOSK ASSIST	1130/1330/1530	1000/1830	
F/C KIOSK 59-62	Dean/sharoon	1130-1415 Ext	1200/1400/1600	1000/1830	
F/C TKT 64	Putmon/Juanita				
F/C TKT 65	Bonner/Joanna				
F/C TKT 66					
EMPLOYEE/ F/C TKTNG					
CAR POSITIONS	CARS				
CAR L1 QUE	Brown/Michelle		1200/1400/1600	1000/1830	
CAR L1 ASSIST	Dabbas/Shawn		1730	1400/2000	
CAR L2 ASSIST	McNeal/Kori		1230/1430/1630	1000/1830	
CAR L2 QUE	Brown/Jazmyrie		1200/1400/1615	1000/1830	
CAR L4 QUE BACK	Lambert/Danielle		1130/1330/1530	1000/1830	
CAR L4 QUE FRONT	Key/Jackie		1200/1400/1600	1000/1830	
CAR L7 QUE	Ware/Pat			1000/1830	
CAR L6 QUE	Tumolo/Mensah	Tumolo Till 1400			
CURBSIDE	FULL-TIME 1130-2000	BREAKS	P/T 1300-1930		
CURB 1			Williams/Sakia		
CURB 2			Schrouder/Carla		
SPECIAL SERVICES	BCON AGENTS	SHIFT	CCON AGENTS	SHIFT	
	Lemon/Mary	945/1815	Cameron/Anth	945/1815	
	Nedd/Val	945/1815	Dunlap/Jadine	945/1815	
	Palmer/Toni	945/1815	Robbins/Leon	945/1815	
	Norville/Star	1030/1815	Wilkerson/Katrina	945/1815	
	Scheer/Owen	945/1815	Barksdale/Chris	1730/2330	
	Manker/salathia	1730/2330	Brinker/Kelly	1730/2330	
	McGhie/Toni	1730/2330	Burkett/Luceta	1730/2330	
	Richardson/Erica	1730/2330	Coleman/Cierra	1730/2330	
	Roberts/Dalia	1730/2330	Cook/Eva	1730/2330	
	Sadler/Shante	1730/2330	Walcott/Yuvonka	1730/2330	
CSS	Maddala/Sam	1200/2030	Brown/Jessica	1400/2230	

Exhibit (21)

CSS Sam refused that.
 Ms. hukman works overtime



US Airways employees fight in Philadelphia



Petr Marecek
Subscribe 0

547 views

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Embed

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<http://youtu.be/NzOB97U1ePk>

Start at: 0:14

Published on Feb 28, 2014
Us Airways has to be one of the most horrible companies ever! Spending 3 days at the airport due to "technical difficulties", we have witnessed the rudest customer service, lies, ignorance, utter incompetence -- and the staff fighting right in front of the customers!

SHOW MORE

ALL COMMENTS (4)

Share your thoughts

Top comments

- 

Jonathan Sutton 1 month ago
Yea, notice neither of them have lime green vests or the blue uniform on... City workers...
Reply
- 

eva c 3 weeks ago
They are not USAirways employees. You may want to correct your header - they are employed by the City of Philadelphia..
Reply
- 

Angelica Cooke 1 month ago
They are cleaners for the city of Philly not usairways
Reply
- 

Petr Marecek Shared on Google+ 1 year ago
Reply 3

Exhibit(22)
US Airways employee fist fight in Philadelphia



Flight 1549 'Hudson River Plane Crash'
by Air Crash Investigation
363,579 views



Disabled Veteran Kicked Off U.S. Airways Flight
by w1perry
194,722 views



Last US Airways 767-200 Flight Before Retirement (Full Flight)
by Jordan Skok
4,040 views



CCTV Of US Airways 1549 Con Edison Security Camera
by AIRBOYD
979,448 views



A fight breaks out between customers and staff at Burger King because the
by Tony C
381,210 views



Removed from plane for not doing nuffin
by oakwoodNS
2,506 views



US Airways Flight 1549 Full Cockpit Recording
by mnaba11
1,616,047 views



HE ASKED FOR IT CUSTOMER STARTS A FIGHT WITH CHINESE
by Crystal Renay
6,574 views



US Airways Flight 1549 Emergency landing on the Hudson [Original ATC]
by flegenderMRX1
243,688 views



Air China ground staff in physical fight with passengers
by brascoTabo
115,702 views



US Airways Crash Video Flight 1549 - Coast Guard Video
by AIRBOYD
1,752,203 views



US Airways emergency landing hudson river (water) part 1
by nanisman55
2,572,057 views



[HD] Spotting at Daytona the Day After the Daytona 500
by DABspotting
288 views



Police Forcibly Remove Disruptive, Fighting Woman from Spirit Airlines
by itshebrod
1,593,405 views



'Plane In The Vagina' Picture Lands US Airways In Deep Trouble
by The Young Turks
100,984 views



US Airways a320:Boarding, Pushback, taxi in Phoenix

U-S AIRWAYS

December 4, 2015

Via E-mail and First Class Mail

Sheida Hukman
4200 S Paradise Rd
#3011
Las Vegas, NV 89169

Exhibit(23)
AA Airlines letter to
Ms. Hukman

Dear Ms. Hukman,

I am writing with respect to the status of your employment.

By letter dated December 10, 2012, the company informed you that you were required to submit to an independent medical examination in accordance with Article 16 of the collective bargaining agreement entered into between the company and your union ("CBA"). The independent medical examiner determined that you could not safely and effectively perform the essential functions of a customer service agent. You were therefore placed on an unpaid leave of absence effective December 11, 2012.

The independent medical examiner set forth a treatment plan that you were required to complete before you would be eligible to return to work. You have not informed the company that you completed that treatment plan or provided any documentation showing that you completed that plan.

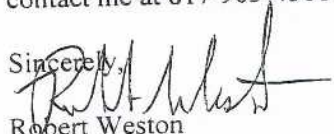
The CBA provides that if you remain on a medical leave status in excess of three years, you will be deemed to have resigned your position and removed from the seniority roster. You will have been on a medical leave for three years effective December 11, 2015, and there is no indication that you have fulfilled the requirements set forth in the independent medical examiner's report. Failure to provide documentation by December 11, 2015 showing that you have fulfilled all of the requirements set forth in the independent examiner's report will result in you being deemed to have resigned from US Airways, Inc. effective December 11, 2015.

If you are deemed to have resigned from US Airways, you will be offered 18 months of COBRA for medical and/or dental, if you had continued coverage and if you were still carrying the group Life Insurance, you may elect to convert to a private policy. Please contact Benefits US at 888-860-6178 to request information on either COBRA or conversion of life insurance.

If you believe you meet the requirements for Retirement under the 55/5 Retirement program (age > 55 with 5+ years of credited service) or 65 Point Plan (age + years of service with a minimum of 10 years of service = 65 or more), you must submit the appropriate form prior to the expiration of your leave of absence. These forms can be found on the Retirement page of Wings or by contacting the US Airways Benefits Center (888-860-6178). All travel privileges are subject to the Company's non-revenue pass travel policies which are now in effect and may be, from time to time, amended.

Thank you for your service to US Airways. If you have any questions or concerns about this letter, please contact me at 817-963-4581.

Sincerely,


Robert Weston
Manager, Labor Relations

CC: Station Resources
Labor Relations – File
Robert Yori

KAREN L. CRUEY, M. D.
PSYCHIATRIC MEDICINE

Specialist in
• Child, Adolescent &
• Adult Psychiatry
• Psychotherapy
• Court-Ordered Assessments
Independent Medical Evaluations

2340 Paseo del Prado
Suite 0207
Las Vegas, NV 89102
702-247-1703
Fax 247-4082
Administrative cellular (702) 219-4584

Independent Medical Evaluation (IME)

January 18, 2013

Re: **Sheida Hukman**
Age: 50 years (minus 3 days)
DOB: 01/21/1963

Exhibit (24) P(1)
Dr. Cruey Report

Attention: Kelly Barrett, US Airways

Reason for Evaluation:

Request by Ms. Kelly Barrett with US Airways to determine fitness for duty of Ms. Sheida Hukman in her position as a Customer Service Agent for US Airways

Sources of Information:

1. Letter from Exam Works on behalf of US Airways stating the purpose of the Independent Medical Evaluation and requesting the medical opinion of the undersigned on a series of five (5) questions following records review and examination of Ms. Hukman, dated 01/16/2013. The responses to the questions appear in the Independent Medical Evaluation report.
2. Medical and Lifestyle History (MLH) questionnaire completed by Ms. Hukman and brought to the interview on 01/18/2013
3. Records submitted by US Airways for review

Identifying Information:

Ms. Hukman arrived at the interview 45 minutes after the designated start time, allowing one (1) hour 15 minutes for the evaluation interview with the undersigned instead of the previously planned two (2) full hours. For identification at the time of the interview, she provided her New York State driver's license, issued on 01/18/2005 with an expiration date of 01/21/2013.

Discussion of need to disclose content of interview in a report:

At the beginning of the interview, I informed Ms. Hukman that unlike the usual interview with a physician, in this case I would need to describe the topics that she and I discussed in a report, an Independent Medical Evaluation. She agreed and stated that she understood.

Re: Sheida Hukman, DOB 01/21/1963
Independent Medical Evaluation, 01/18/2013
Karen L. Coney, M.D.

Exhibit(24) P(2)
Dr. Coney's Report

2

Organization of this IME

Because of the considerable volume of records provided for review, to make use of this report easier for the reader, the components have received organization into the following Appendix listings, with the body of the report consisting of a summary of findings:

<u>Appendix</u>	<u>Content of Appendix</u>	<u>Page No.</u>
Appendix A:	Review of documentation provided by US Airways Including materials written by Sheida Hukman	5
Appendix B:	Review of materials provided by US Airways regarding Sheida Hukman labeled Exhibit B: "Irrational Behavior/Complaints"	20
Appendix C:	Review of materials provided by US Airways Regarding Sheida Hukman labeled Exhibit C: "History of Similar Behavioral Traits"	23
Appendix D:	Psychiatric Evaluation based on interview of 1 hour 15 minutes plus records review	26
	<i>"Formulation" of psychiatric evaluation, conclusions including Summary of Findings</i>	35
Appendix E:	DSM-IV-TR diagnostic criteria for some of the findings from current IME	39

Medical opinion with respect to the following questions asked by US Airways:

1. ***What is the nature and extent of Ms. Hukman's current function or mental impairment, if any?*** The "Formulation" section of the Psychiatric Evaluation component of this Independent Medical Evaluation contains an extensive discussion of that topic. Ms. Hukman has had time to rest and may have had the ability to recuperate more intact functioning then she demonstrated during her final days on duty in the workplace.
2. ***Has appropriate treatment been recommended to Ms. Hukman?*** In spite of line-by-line scrutiny as the provided records, only at one time did recommendation for mental health treatment emerge from her workplace, in a suggestion that she avail herself of the Employee

Exhibit(24) P(3)
Dr. Cruey's Report

Re: Shelda Hukman, DOB 01/21/1963
Independent Medical Evaluation, 01/18/2013
Karen L. Cruey, M.D.

3

- Assistance Program services and obtain some counseling in December 2007 when placed on unpaid leave of absence after the negative incident in the Charlotte airport with the US Airways staff members there. Ms. Hukman has never had a formal medical recommendation for treatment.
3. *Has she been compliant with the treatment recommendations?* Since the recommendation to use Employee Assistance Program services for counseling in 2007 did not constitute a medical recommendation, her lack of compliance with that suggestion or recommendation does not represent lack of compliance with a medical recommendation.
 4. *Based on your knowledge of her condition(s), please provide your opinion of whether she can effectively and safely perform the essential functions of a Customer Service Agent.* If Ms. Hukman will attend regular individual psychotherapy sessions for a period of time with an experienced psychologist with knowledge of her culture and language, such as Richard H. Pratt, Ph.D., in Las Vegas, NV, who speaks Arabic and who provides current psychotherapy treatment to patients in Las Vegas in the Arabic language, it seems likely to capacitate her to overcome the difficulties that she has experienced in the workplace. She will need to agree to accept treatment through psychotherapy. Dr. Pratt will need to administer a battery of psychological testing to Ms. Hukman. Following his assessment, Dr. Pratt will have a greater ability to understand Ms. Hukman's need for treatment through psychotherapy, and will have ability to estimate the frequency of treatment sessions for her in the setting of a recommended time frame. In the professional opinion of the undersigned, this intervention will provide the best and most comfortable treatment for Ms. Hukman, with likelihood for enduring results that will permit Ms. Hukman to continue to make a strong, enduring contribution to her company as a multi-lingual Passenger Service Agent. I recommend this intervention begin, with the testing battery and at least the initiation of psychotherapy sessions for a period of time before she returns to the workplace.
 5. *If it is your opinion that Ms. Hukman cannot currently perform her job requirements, please provide any treatment recommendations and timeframe anticipated for her to reach MMI.* Please refer to the response to Question #4 above. As an additional consideration, it might provide a useful guideline and diminish conflict for Ms. Hukman to restrict her from spontaneously assisting other passenger service agents in process of boarding their flights. Possibly a majority of the complaints described in the documentation provided for this IME, with a time span from 2007

Exhibit (24) f(4)

Dr. Cruvey's Report

Re: Shelda Hukman, DOB 01/21/1963
 Independent Medical Evaluation, 01/18/2013
 Karen L. Cruvey, M.D.

4

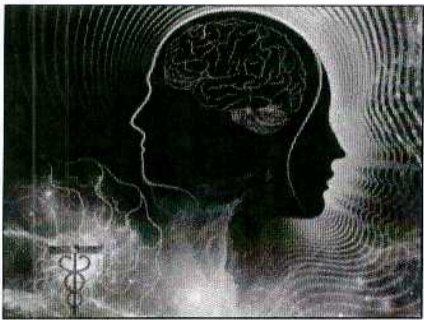
through 2012, have pertained to Ms. Hukman's having decided that she would "help" another customer service agent, where in fact she appeared to decide to take charge and usurp the other employee's authority, with invariable resentment and conflict resulting. Although Ms. Hukman reported that she goes for an annual physical examination, it will benefit her to have a current, thorough physical examination by an experienced internist or other equivalent specialist to include comprehensive laboratory and other testing, including a Comprehensive Metabolic Panel, Lipid Panel, complete blood count with differential, three-hour glucose tolerance test to assess for hypoglycemia, B12, folate, iron, thyroid function test levels, Vitamin D panel, estradiol, estrone, total estrogen, free estrogen DHEA, progesterone, testosterone (free and total). Since literally years of disabling symptoms have prevailed, creating an uproar in the workplace for untold employees as well as customers, the time to MMI may require many months or longer. It seems likely that Ms. Hukman will have the ability to return to the workplace fairly soon after beginning treatment if she can have a significant frequency of sessions, twice a week, for the first 4 to 6 weeks of care. It seems unlikely that Ms. Hukman would have the financial resources for this treatment. It will benefit her to receive assistance from her company that will actually permit therapeutic intervention of substance. Although Ms. Hukman does not drink alcohol or use any drugs, employee health plans typically pay for substantial drug and alcohol treatment, which she does not require. She does require this specialized psychotherapy treatment that seems likely to require substantial financial costs at least on the equivalent level of the cost of a quality drug and alcohol rehabilitation.

I appreciate the opportunity to assist with this interesting and complex case.

Respectfully,

K. Cruvey

Karen L. Cruvey, M. D.
 With Subspecialty in Psychiatric Medicine:
 Child, Adolescent & Adult



Gregory P Brown, MD, Professional Corporation

Diplomate of the American Board of Psychiatry and Neurology in Psychiatry and Forensic Psychiatry

Associate Professor of Psychiatry, University of Nevada School of Medicine

January 21, 2017

Exhibit(25) P(1)
Dr. Gregory Brown Report

Sheida Hukman
4200 South Paradise Road, #3011
Las Vegas, Nevada 89149

INDEPENDENT PSYCHIATRIC REPORT

RE: Sheida Hukman
DATE OF BIRTH: 01/21/1963
DATE OF EVALUATION: 01/19/2017
DATE OF DICTATION: 01/19/2017

PURPOSE OF EVALUATION: I was contacted by Ms. Hukman and asked to perform an Independent Psychiatric Evaluation of her for the purpose of determining whether or not she suffers from a psychiatric diagnosis. In addition, she requested feedback regarding the content of a previous IPE which she received from another physician.

NOTICE OF EVALUATION STATUS: Ms. Hukman was informed that no doctor-patient relationship was established by means of this visit and, therefore, the usual confidentiality and privilege rules did not apply over the course of this evaluation. Because she requested this report herself, the report will be generated and sent directly to her. Ms. Hukman signed written notification of the above information and consented to proceed with the interview which she, herself, requested.

NATURE OF THE EVALUATION:

1. Review of an information form completed by Ms. Hukman immediately prior to the evaluation on January 19, 2017.
2. Psychiatric Interview and Mental Status Examination conducted on January 19, 2017, of approximately one and a half hours' duration.
3. Review of a psychiatric evaluation conducted by Karen Crucey, M.D., dated January 18, 2013.
4. Additional documentation provided by Ms. Hukman related to employment issues at US Airways.

Exhibit (25) P(2)

Dr. Gregory Brown Report

PERSONAL HISTORY AND SOCIAL HISTORY: Ms. Hukman stated she was born in Iraq on January 21, 1963. She stated she was the middle child in a family in which she had five siblings. She noted she grew up in Spain and had "a great childhood." She stated that she and her family then moved to New York where she completed high school in the 1980s. She reported that after high school she began work in both real estate and at a travel agency and also attended college in the evenings. She noted that she completed a bachelor's degree in computer science and information and also another bachelor's degree in law. She noted both of these were completed in the 1990s and that she attended New York University to complete them. Ms. Hukman reported that she speaks five languages fluently and that she is able to learn other languages with ease.

She stated that she worked in the area of real estate and holds both a New York and Nevada license for such. She also stated she worked in a travel agency in New York while going to college. She reported that she began working for US Airways in 2007 and worked at a Las Vegas hub until 2010 when the hub was closed here. She noted that she was then offered a position at the hub in Philadelphia, which she took immediately. She stated that US Airways put her on medical leave in December 2012.

Ms. Hukman stated that she has never been married and has no children. She noted she lives alone in Las Vegas, but she does have a significant other of several years' duration.

PAST MEDICAL HISTORY: Ms. Hukman denied any systemic medical illness. She denied being prescribed medications for any condition. She denied allergies to medication. She denied any history of surgeries.

SUBSTANCE USE HISTORY: Ms. Hukman denied the use of alcohol, tobacco, or illicit substances.

PAST PSYCHIATRIC HISTORY: None.

FAMILY PSYCHIATRIC HISTORY: None known.

PSYCHIATRIC REVIEW OF SYSTEMS: Ms. Hukman did not endorse signs or symptoms of psychosis, signs or symptoms of mood disorder, or signs or symptoms of anxiety disorder. She reported good sleep, good appetite, stable positive mood, and no acute symptoms.

HISTORY OF THE CURRENT SITUATION: Ms. Hukman stated that she was placed on a medical leave in December 2012. She noted that she had become concerned at the Philadelphia US Airways hub that other agents were "doing illegal activities." She gave an example of this, "I was asked to smuggle employees onto a plane." She stated, "I had to tell management and tell the police. I felt like they were trying to smuggle things." She stated that none of this type of behavior happened when she was working at the Las Vegas hub, only at the Philadelphia hub. She described various concerns related to airport security and with regard to the potential of altering the weight and balance of smaller aircraft if additional individuals were allowed onto the plane. She noted that US Airways required her to attend an Independent Psychiatric Evaluation conducted by Dr. Karen Cruey. She stated that she did not trust Dr. Cruey's recommendation regarding a referral to a psychologist who Dr. Cruey had mentioned was fluent in Arabic. Ms. Hukman stated she did not need a psychologist fluent in Arabic and did not feel part of the Arabic culture. She noted that she was part of the Kurdish culture, which was quite different